

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Art Unit Not Known

Examiner Not Known

In Re: Christopher Clemmett MacLeod Beck et al.  
Case: P3318D1  
Serial No.: NA  
Filed: 03/06/2001  
Subject: Interface Engine for Managing Business Processes Within a  
Multimedia Communication-Center

To the Commissioner of Patents and Trademarks  
Washington, D.C. 20231

**Preliminary Amendment**

Dear Sir,

**In the claims:**

Cancel claims 1-18, leaving claims 19-20 standing for examination.

**In the specification:**

Please amend by replacing in it's entirety the section entitled "Cross-Reference to Related Documents" beginning at line 16 as follows:

The present application is a divisional application of copending patent application serial number 09/183,395, filed 10/29/1998, which is a continuation-in-part (CIP) of copending patent application S/N 09/151,429, filed on 09/11/1998.

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If there are any fees due beyond any fees paid with the present application and amendment, such fees are authorized to be deducted from deposit account 50-0534.

Respectfully Submitted,

Christopher Clemmett MacLeod Beck et al.

by



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